



Teléfonos de pago público TTY

La Federal Communications Commission (FCC) creó una orden para un plan de acceso al servicio público por medio de teléfonos de públicos para el servicio de relevo el plan especifica:

- Todas las llamadas locales a TTY de un teléfono público son libres de cargo.
- Llamadas de tarifa pueden ser cobradas a través de tarjetas de llamadas o tarjetas pre-pagadas.
- Los usuarios de TTY que deseen utilizar un teléfono público de monedas de TTY pueden utilizar OTRS para asistencia en conexión de llamadas. Hay varias maneras de cobrar llamadas no locales:

- Por cobrar
- Terceros
- Tarjeta de llamada
- Tarjeta pre-pagada



El Cliente y otros servicios de apoyo

Telecommunication Devices Access Program:

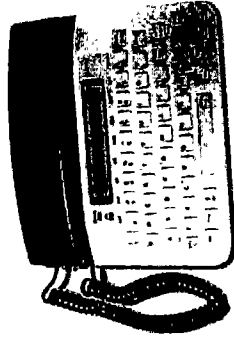
Si usted es sordo, tiene dificultades para oír o para hablar, usted puede ser elegible a recibir un TTY (así como otros dispositivos de telecomunicaciones de ayuda en comunicación) comuníquese a el Oregon Public Utility Commission Telecommunication Devices Access Program (TDAP) al 1.800.648.3458 o 1-800.848.4442 (voz). Este equipo es proporcionado como un préstamo a largo plazo a personas que tienen una severa o profunda pérdida de oído, tienen dificultad para hablar, o quien tiene incapacidades superiores de extremidades. Usted debe ser un residente de Oregon y sus necesidades de aplicación deben ser certificadas por un médico, patólogo de voz, audiologista o consejero Vocacional de Servicios de Rehabilitación del Estado de Oregon.

OTRS Servicio al cliente e información para contactar:

Un representante del Servicio al Cliente de OTRS está disponible para contestar cualquier pregunta, o recibir sugerencias del cliente, comentarios, o quejas. Cuando llama acerca de un incidente específico, por favor recuerde proporcionar al CA el número de identificación, la fecha, y la hora de la llamada. O, para ayuda durante una llamada de relevo, las personas que llaman pueden pedir hablar con un supervisor.

El Departamento de Servicio al Cliente de OTRS aceptará también pedidos para folletos del Servicio de relevo y telecomunicaciones de Oregon, material de información, presentaciones, o cualquier otra información de relevo.

1.800.676.3777 TTY/VOZ



Programa de alcance:

El OTRS proporciona servicios de alcance a personas que son sordos, con dificultades para oír o para hablar, y a cualquiera con necesidades individuales que necesiten llamar en Oregon. El Director del Proyecto viaja a través del estado, haciendo presentaciones y distribuyendo información. Talleres y sesiones de capacitación son conducidos para los que pueden oír, para educarlos acerca de cómo utilizar y aceptar llamadas de relevo.

El Director del Proyecto ayuda también a Oregonianos sordos y a personas con dificultades para oír o hablar con actualizaciones, respuestas a preguntas concernientes al servicio de relevo de Oregon.

Contacte a Aparna Lele en cualquier de los números debajo, si usted está interesado en recibir más información o planificar una presentación.

Aparna Lele

Director del Proyecto

Email: Aparna.lele@mail.sprint.com

8705 SW Nimbus Suite 240

Beaverton, OR 97008

TTY: 800.377.1150

Voice: 800.863.3003

Fax: 503.671.1929



A black and white photograph of three young women smiling and looking towards the camera. The woman on the left is wearing a dark jacket with a white ruffled collar and a ring on her finger. The woman in the middle is wearing a dark jacket with a zipper. The woman on the right is wearing a dark jacket with a zipper and a bracelet on her wrist. The text is written in a cursive font across the middle of the image.

*mejorando vidas
ayudando a personas a estar en contacto*

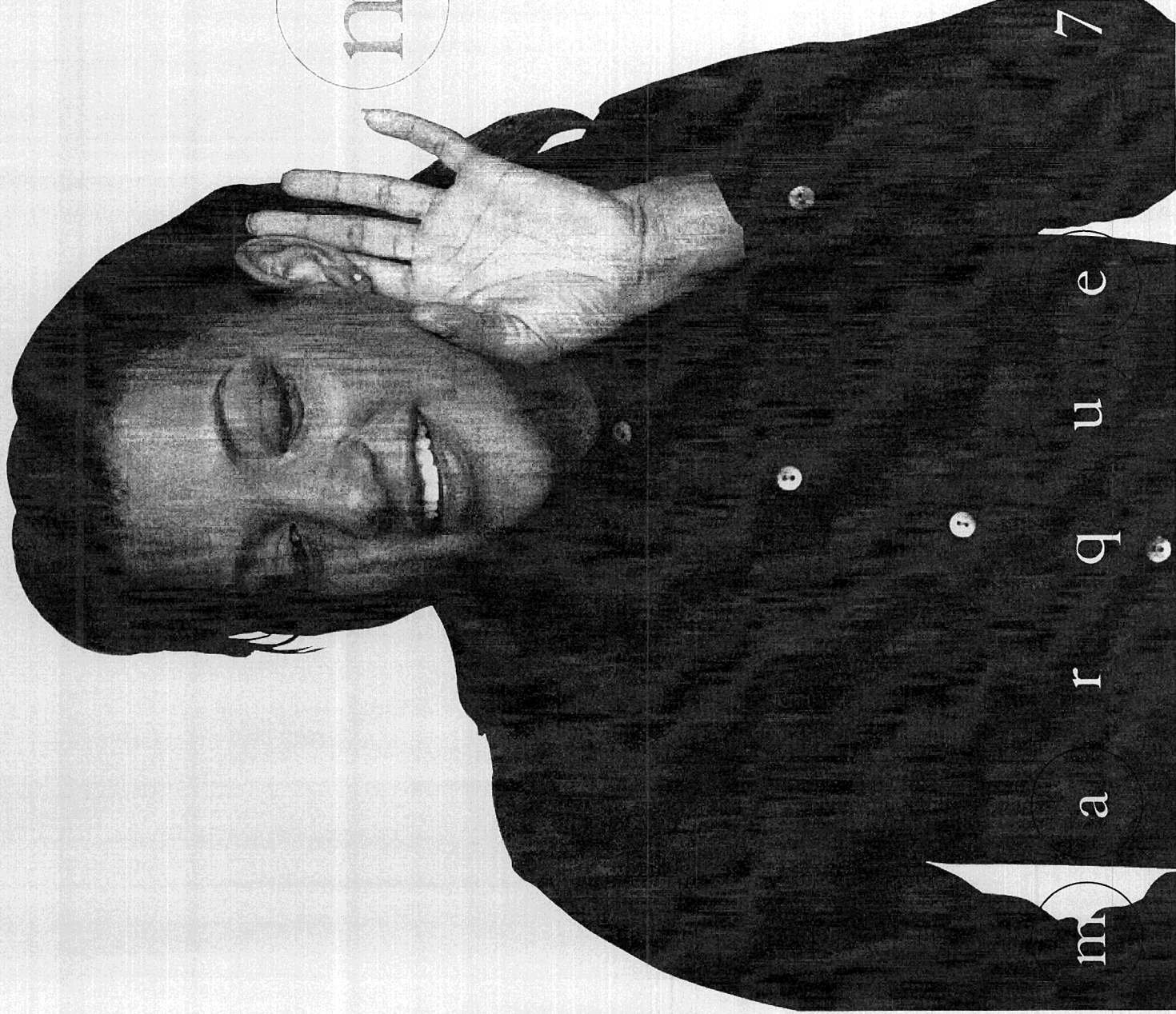


CONTACTE OTRS

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711 or 1.800.735.2900 TTY
 711 or 1.800.735.1232 Voz
 1.800.735.3260 VCO
 1.800.735.0644 ASCII
 1.800.735.3896 Español
 1.900.568.3323 900 Servicios
 1.877.735.7525 STS
 1.800.676.3777 Servicio al cliente en inglés
 1.800.676.4290 Servicio al cliente en español





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bienvenido a un Nuevo mundo de comunicación!

Aparna Lele
Director del Proyecto
Email: Aparna.lele@mail.sprint.com
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Beaverton, OR 97008
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Voz: 800.863.3003
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711 or 1.800.735.2900	TTY
711 or 1.800.735.1232	Voz
1.800.735.3260	VCO
1.800.735.0644	ASCI
1.800.735.3896	Español
1.900.568.3323	900 Services
1.877.735.7525	STS
1.800.676.3777	Servicio al cliente en inglés
1.800.676.4290	Servicio al cliente en español



OTRS 711

Now you can keep the circle of communication alive in your family, especially with your deaf or hard of hearing elders or children, by using services that help you connect with each other.



OTRS

Oregon Telecommunications Relay Services (OTRS) assists communication between standard phone users and users who are deaf, hard of hearing or have speech disabilities. Consumers in Oregon may call 24 hours a day, seven days a week, even on holidays!

OTRS has a variety of services to meet the needs of their consumers. Each service is briefly described in this brochure.

For more information about services contact:

Damara Paris, OTRS Account Manager

Sprint Relay
700 SW Taylor Street STE 300
Portland, OR 97205

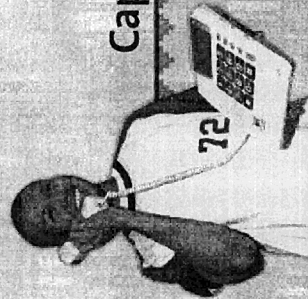
Email: damara.g.paris@sprint.com
TTY: 503-937-2409
Fax: 913-523-9873
Voice: 800-750-5894
Voice Mail: 503-937-2429
VP: dparis.mysprint.tv

Honor Your Elders &
Family Members Who Have
A Hearing Loss.



TTY or Traditional Relay Services

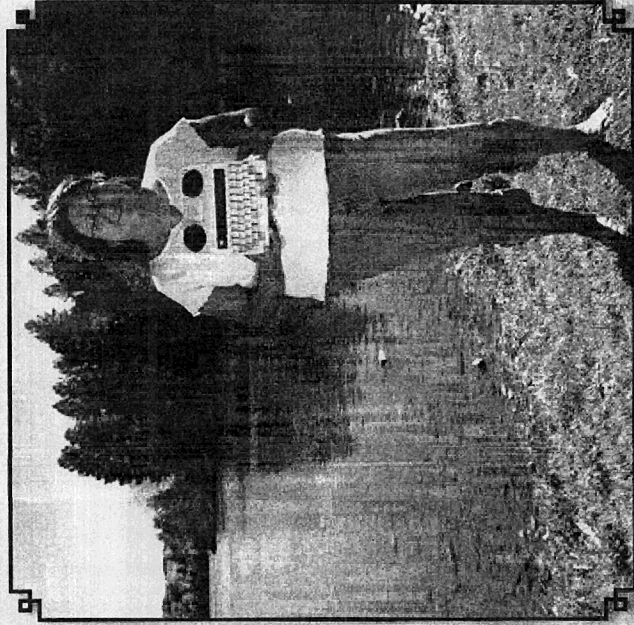
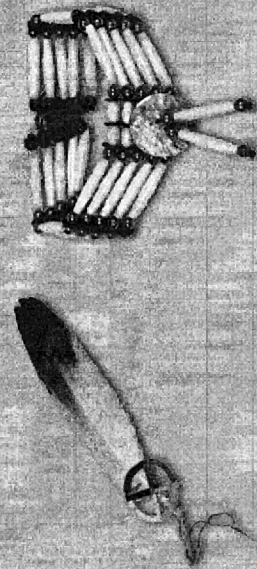
Consumers who have a TTY (Teletypewriter for the deaf, hard of hearing or speech disabled) may call a 1-800 number to reach a relay operator. The relay operator then calls the standard phone user, and voices for the TTY user. When the hearing party responds, the relay operator types the conversation to the TTY user. You may qualify to receive a TTY at no cost (see the "TDAP" section of this brochure). Voice, or standard, users may also use this service to contact their deaf, hard of hearing or speech disabled family or friends.



CapTel™

CapTel (Captioned Telephone) is a relay service for users who are deaf or hard of

hearing and have the ability to use their voice and residual hearing to communicate directly on the phone. As CapTel users dial, they can automatically connect to the CapTel captioning center. CapTel consumers who have residual hearing can use the CapTel phone handset to listen to the conversation and read the captioned text on a screen built into the CapTel phone. You may qualify for a CapTel at no cost (see the "TDAP" section of this brochure.)



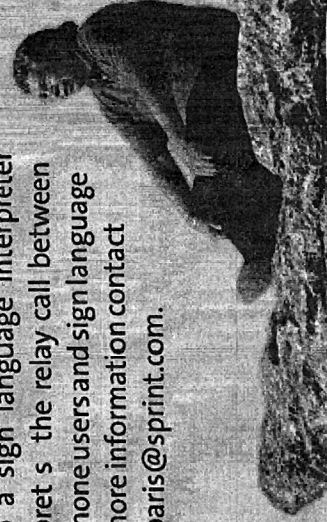
Other Programs and Services

Telecommunication Devices Access Program (TDAP): A program under Oregon Public Utility Commission (OPUC) that loans specialized telecommunication equipment at no cost and with no income restrictions to eligible Oregonians who are deaf, hearing, vision, speech and mobility (upper extremities) impaired. Download the application at www.rspf.org or e-mail puc.tdap@state.or.us.

Oregon Telephone Assistance Program (OTAP): Oregonians who are on a qualifying state assistance program may receive a reduction in their monthly bill for local residential telephone service through this OPUC program. Download or complete the application at www.rspf.org or email puc.otap@state.or.us. (Note: Tribal members may qualify for Tribal Lifeline. Contact the telephone company that provides services to your tribe to see if you qualify.)

Federal Relay Services: Federal Relay Services is a relay program for all federal employees, retirees, veterans and Tribal members. For more information, call 1-800-877-0996.

Video Relay Services: Sign Language users may connect to Video Relay Services through a webcam, DLink or other device attached to a computer or television set by using DSL or cable modem services to transmit information. Consumers connect to a sign language interpreter who interprets the relay call between standard phone users and sign language users. For more information contact damara.g.paris@sprint.com.



Other OTRS Services

Spanish: Oregon provides Spanish to English and Spanish to Spanish relay services to connect with standard phone users who speak Spanish.

HCO and VCO: HCO is Hearing Carry Over and VCO is Voice Carry Over. HCO allows speech disabled consumers to use their hearing during a phone conversation. VCO allows deaf and hard of hearing consumers to use their own voice while participating on a relay call. Unlike CapTel, VCO consumers are not able to use their residual hearing during calls.

Speech to Speech: This service allows people with speech disabilities to use their speech as much as they can. Consumers with speech disabilities may call a trained operator to voice for them throughout the conversation as needed.



Appendix T

**Copy of Legislation or Other Establishing
TRS in the State**

Oregon Revised Statute for Residential Service Protection Fund Programs

Note: Sections 2 to 8 and 16, chapter 290, Oregon Laws 1987, provide:

Sec. 2. The Legislative Assembly declares that it is the policy of this state to assure that adequate, affordable residential telecommunication service is available to all citizens of this state. [1987 c.290 §2]

Sec. 3. In carrying out the provisions of section 2 of this 1987 Act, the Public Utility Commission may require telecommunications public utilities to assure that time payment plans for deposits and installation charges or such other options as may be appropriate for a particular telecommunications public utility are made available. [1987 c.290 §3]

Sec. 4. In carrying out the provisions of section 2 of this 1987 Act the Public Utility Commission may:

(1) Notwithstanding ORS 757.310, approve a different rate for local exchange residential telecommunication service for low income customers than the rate charged to other residential customers. However, any such rate is subject to all other provisions of this chapter.

(2) Establish plans, or require telecommunications public utilities to establish plans, to educate customers regarding the options available for obtaining telecommunication services. [1987 c.290 §4]

Sec. 5. (1) In carrying out the provisions of section 2 of this 1987 Act, the Public Utility Commission shall establish rules to prohibit the termination of local exchange residential service when such termination would significantly endanger the physical health of the residential customer.

(2) The commission shall provide by rule a method for determining when the termination of local exchange residential service would significantly endanger the physical health of the residential customer.

(3)(a) The commission shall require that each telecommunications public utility:

(A) Accept medical statements by licensed physicians and licensed nurse practitioners as sufficient evidence of significant endangerment of health; and

(B) Establish procedures for submitting and receiving such medical statements.

(b) A medical statement submitted under this subsection shall be valid for such period as the commission, by rule, may prescribe.

(4) Rules adopted by the commission pursuant to this section shall not apply to telecommunication service other than local exchange residential service.

(5) A customer submitting a medical certificate as provided in this section is not excused from paying for telecommunication service. Customers are required to enter into a time payment agreement with the utility if an overdue balance exists. Local exchange service is subject to termination if a customer refuses to enter into or fails to abide by terms of a payment agreement.

(6) Nothing in this section prevents the termination of local exchange residential service if the telecommunications public utility providing the service does not have the technical ability to terminate toll telecommunication service without also terminating local exchange telecommunication service. [1987 c.290 §5]

Sec. 6. (1) In carrying out the provisions of section 2, chapter 290, Oregon Laws 1987, the Public Utility Commission shall establish a plan to provide assistance to low income customers through differential rates or otherwise. The plan of assistance shall be

designed to use, to the maximum extent possible, the available funding offered by the Federal Communications Commission, and may provide different levels of assistance to low income customers based upon differences in local exchange rates. The plan established by the commission shall prescribe the amount of assistance to be provided and the time and manner of payment.

(2) For the purpose of establishing a plan to provide assistance to low income customers under this section, the commission shall require all public utilities, cooperative corporations, and unincorporated associations providing local exchange telecommunication service to participate in the plan, except as provided in subsection (3) of this section.

(3) In lieu of participation in the commission's plan to assist low income customers, a public utility, cooperative corporation, or unincorporated association providing local exchange telecommunication service may apply to the commission to establish an alternative plan for the purpose of carrying out the provisions of section 2, chapter 290, Oregon Laws 1987, for its own customers. The commission shall adopt standards for determining the adequacy of alternative plans.

(4) The commission may contract with any governmental agency to assist the commission in the administration of any assistance plan adopted pursuant to this section.

(5) As used in sections 2 to 6, chapter 290, Oregon Laws 1987, "low income customer" means an individual determined by the commission to be receiving benefits from the federal food stamp program or from another low income public assistance program for which eligibility requirements do not exceed 135 percent of the poverty level. The commission must be able to verify the individual's continuing participation in the qualifying program. [1987 c.290 §6; 1991 c.622 §1]

Sec. 7. (1) In order to fund the programs provided in sections 2 to 6 and 9 to 14, chapter 290, Oregon Laws 1987, the Public Utility Commission shall develop and implement a system for assessing a surcharge in an amount not to exceed 35 cents per month against each paying retail subscriber who has telecommunications service with access to the telecommunications relay service. The surcharge shall be applied on a telecommunications circuit designated for a particular subscriber. One subscriber line shall be counted for each circuit that is capable of generating usage on the line side of the switched network regardless of the quantity of customer premises equipment connected to each circuit. For providers of central office based services, the surcharge shall be applied to each line that has unrestricted connection to the telecommunications relay service. These central office based service lines that have restricted access to the telecommunications relay service shall be charged based on software design. For cellular, wireless or other radio common carriers, the surcharge shall be applied on a per instrument basis, but applies only to subscribers whose place of primary use, as defined and determined under 4 U.S.C. 116 to 126, is within this state.

(2) The surcharge imposed by subsection (1) of this section does not apply to:

(a) Services upon which the state is prohibited from imposing the surcharge by the Constitution or laws of the United States or the Constitution or laws of the State of Oregon.

(b) Interconnection between telecommunications utilities, telecommunications cooperatives, competitive telecommunications services providers certified pursuant to ORS 759.020, radio common carriers and interexchange carriers.

(3) The commission annually shall review the surcharge and the balance in the Residential Service Protection Fund and may make adjustments to the amount of the surcharge to ensure that the fund has adequate resources but that the fund balance does not exceed six months of projected expenses.

(4) Moneys collected pursuant to the surcharge shall not be considered in any proceeding to establish rates for telecommunication service.

(5) The commission shall direct telecommunications public utilities to identify separately in bills to customers for service the surcharge imposed pursuant to this section. [1987 c.290 §7; 1991 c.622 §2; 1991 c.872 §8; 1993 c.231 §1; 1995 c.79 §387; 1995 c.451 §1; 2001 c.408 §2]

Sec. 8. The Residential Service Protection Fund is established in the State Treasury, separate and distinct from the General Fund. Interest earned by moneys in the fund shall be credited to the fund. All moneys in the fund are appropriated to the Public Utility Commission to carry out the provisions of chapter 290, Oregon Laws 1987. [1987 c.290 §8; 1989 c.966 §74; 1991 c.622 §3; 1991 c.872 §1; 1993 c.231 §2]

Sec. 16. Chapter 290, Oregon Laws 1987, is repealed January 1, 2010. [1987 c.290 §16; 1991 c.622 §4; 1997 c.481 §1; 2001 c.408 §1]

Note: Sections 1 and 2, chapter 204, Oregon Laws 2005, provide:

Sec. 1. Section 2 of this 2005 Act is added to and made a part of sections 2 to 6, chapter 290, Oregon Laws 1987. [2005 c.204 §1]

Sec. 2. (1) In carrying out the provisions of section 2, chapter 290, Oregon Laws 1987, the Public Utility Commission shall adopt rules to prohibit the termination of local exchange residential service if the termination would significantly endanger a customer, or a person in the household of the customer, who is:

(a) At risk of domestic violence, as defined in ORS 135.230;

(b) At risk of unwanted sexual contact, as defined in ORS 163.305;

(c) A person with disabilities, as defined in ORS 124.005, who is at risk of abuse, as defined in ORS 124.005 (1)(a), (d) or (e);

(d) An elderly person, as defined in ORS 124.005, who is at risk of abuse, as defined in ORS 124.005 (1)(a), (d) or (e); or

(e) A victim of stalking, as described in ORS 163.732.

(2) A customer may establish that termination of local exchange residential service would significantly endanger the customer, or a person in the household of the customer, by providing a telecommunications public utility with an affidavit signed by the customer stating that termination would place the customer, or a person in the household of the customer, at significant risk of domestic violence, as defined in ORS 135.230, or of unwanted sexual contact, as defined in ORS 163.305. The customer must attach to the affidavit a copy of an order issued under ORS 30.866, 107.700 to 107.732 [series became 107.700 to 107.735], 124.005 to 124.040 or 163.738 that restrains another person from contact with the customer, or a person in the household of the customer, or a copy of any other court order that restrains another person from contact with the customer, or a person in the household of the customer, by reason of a risk described in subsection (1) of this section or by reason of stalking.

(3) The commission shall require that each telecommunications public utility establish procedures for submitting and receiving affidavits under subsection (2) of this

section.

(4) This section does not apply to termination of any telecommunication service other than local exchange residential service.

(5) A customer submitting an affidavit as provided by subsection (2) of this section is not excused from paying for telecommunication service. Customers are required to enter into a reasonable payment agreement with the telecommunications public utility if an overdue balance exists. Local exchange residential service may be terminated if a customer refuses to enter into or fails to abide by the terms of a reasonable payment agreement.

(6) Nothing in this section prevents the termination of local exchange residential service if the telecommunications public utility providing the service does not have the technical ability to terminate toll telecommunication service without also terminating local exchange residential service. [2005 c.204 §2]

DEVICES FOR HEARING AND SPEECH IMPAIRED

Note: Sections 9 to 16, chapter 290, Oregon Laws 1987, provide:

Sec. 9. As used in sections 9 to 14, chapter 290, Oregon Laws 1987, unless the context requires otherwise:

(1) "Adaptive equipment" means equipment that permits a disabled person, other than a person who is hearing or speech impaired, to communicate effectively on the telephone.

(2) "Applicant" means a person who applies for an assistive telecommunication device, adaptive equipment or a signal device.

(3) "Assistive telecommunication device" means a device that utilizes a keyboard, acoustic coupler, display screen, Braille display, speakerphone or amplifier to enable deaf, deaf-blind, severely hearing impaired or severely speech impaired people to communicate effectively on the telephone.

(4) "Audiologist" means a person who has a master's or doctoral degree in audiology and a Certificate of Clinical Competence in audiology from the American Speech-Language-Hearing Association.

(5) "Deaf" means a profound hearing loss, as determined by an audiologist or a vocational rehabilitation counselor of the Department of Human Services, that requires use of an assistive telecommunication device to communicate effectively on the telephone.

(6) "Deaf-blind" means a hearing loss and a visual impairment, as determined by a licensed physician and by an audiologist or a vocational rehabilitation counselor of the Department of Human Services, that require use of an assistive telecommunication device to communicate effectively on the telephone.

(7) "Disabled" means a physical condition, as determined by a licensed physician or vocational rehabilitation counselor of the Department of Human Services, other than hearing or speech impairment that requires use of adaptive equipment to utilize the telephone.

(8) "Physician" means an applicant's primary care physician or a medical specialist who is able to determine an applicant's disability and to whom the applicant was referred by the primary care physician.

(9) "Recipient" means a person who receives adaptive equipment, an assistive

telecommunication device or a signal device.

(10) "Severely hearing impaired" means a hearing loss, as determined by an audiologist or vocational rehabilitation counselor of the Department of Human Services, that requires use of an assistive telecommunication device to communicate effectively on the telephone.

(11) "Severely speech impaired" means a speech disability, as determined by a speech-language pathologist or vocational rehabilitation counselor of the Department of Human Services, that requires use of an assistive telecommunication device to communicate effectively on the telephone.

(12) "Signal device" means a mechanical device that alerts a deaf, deaf-blind or severely hearing impaired person of an incoming telephone call.

(13) "Speech-language pathologist" means a person who has a master's degree or equivalency in speech-language pathology and a Certificate of Clinical Competence issued by the American Speech-Language-Hearing Association.

(14) "Telecommunications relay center" means a facility authorized by the Public Utility Commission to provide telecommunications relay service.

(15) "Telecommunications relay service" means the provision of voice and teletype communication between users of some assistive telecommunication devices and other parties. [1987 c.290 §9; 1991 c.872 §2; 1995 c.280 §32; 1995 c.451 §2; 1999 c.384 §1]

Sec. 10. It is recognized that a large number of people in this state, through no fault of their own, are unable to utilize telecommunication equipment due to the inability to hear or speak well enough or due to other disabilities. It is also recognized that present technology is available, but at significant cost, that would allow these people to utilize telecommunication equipment in their daily activities. There is, therefore, a need to make such technology in the form of assistive telecommunication devices and a telecommunications relay service available to deaf, severely hearing and speech impaired people or adaptive equipment for disabled people at no additional cost beyond normal telephone service. The provision of assistive telecommunication devices and a telecommunications relay service or adaptive equipment would allow those formerly unable to use telecommunication systems to more fully participate in the activities and programs offered by government and other community agencies, as well as in their family and social activities. The assistive telecommunication devices or adaptive equipment would be provided on a loan basis to each recipient, to be returned if the recipient moves out of the state. [1987 c.290 §10; 1991 c.872 §3; 1999 c.384 §2]

Sec. 11. (1) With the advice of the Telecommunication Devices Access Program Advisory Committee, the Public Utility Commission shall establish and administer a statewide program to purchase and distribute assistive telecommunication devices to persons who are deaf or severely hearing or speech impaired or deaf-blind and establish a dual party relay system making telephone service generally available to persons who are deaf or severely hearing or speech impaired or deaf-blind.

(2) With the advice of the Telecommunication Devices Access Program Advisory Committee, the Public Utility Commission shall establish and administer a statewide program to purchase and distribute adaptive equipment to make telephone service generally available to persons with physical disabilities. [1987 c.290 §11; 1991 c.872 §4; 1999 c.384 §3]

Sec. 12. (1) A Telecommunication Devices Access Program Advisory Committee

shall be established to advise the Public Utility Commission concerning matters of general development, implementation and administration of the Telecommunication Devices Access Program.

(2) The Telecommunication Devices Access Program Advisory Committee shall include:

(a) Nine consumers including seven who are deaf or hearing impaired, one who is speech impaired and one who is disabled;

(b) One professional in the field of speech impairment, hearing impairment or deafness or disability;

(c) One member of the Public Utility Commission or a designee of the commission; and

(d) One representative from those telephone companies interested in providing telecommunication devices access relay services. [1987 c.290 §12; 1991 c.872 §5]

Sec. 13. (1) The Public Utility Commission shall employ a coordinator for the Telecommunication Devices Access Program, who shall be primarily responsible for:

(a) The distribution and maintenance of assistive telecommunication devices and adaptive equipment;

(b) The provision of telecommunications relay services and monitoring of those service providers; and

(c) Community outreach to locate potential beneficiaries of the Telecommunication Devices Access Program.

(2) The commission may contract with any governmental agency, or other entity the commission considers to be qualified, to assist the commission in the administration of sections 9 to 14, chapter 290, Oregon Laws 1987. [1987 c.290 §13; 1991 c.872 §6; 1999 c.384 §4]

Sec. 14. (1)(a) In order to be eligible to receive assistive telecommunication devices or adaptive equipment, individuals must be certified as deaf, severely hearing impaired, severely speech impaired or deaf-blind by a licensed physician, audiologist, speech-language pathologist or vocational rehabilitation counselor of the Department of Human Services. Certification implies that the individual cannot use the telephone for expressive or receptive communication.

(b) No more than one assistive telecommunication device or adaptive equipment device shall be provided to a household. However, two assistive telecommunication devices or adaptive equipment devices may be provided to a household if more than one eligible person permanently resides in the household. Households without any assistive telecommunication devices or adaptive equipment shall be given priority over households with one assistive telecommunication device or adaptive equipment device when such devices are distributed.

(c) Nothing in sections 9 to 14, chapter 290, Oregon Laws 1987, shall require a telecommunications utility to provide an assistive telecommunication device to any person in violation of ORS 646.730.

(2)(a) In order to be eligible to receive adaptive equipment, individuals must be certified to have the required disability by a person or agency designated by the Public Utility Commission to make such certifications. Certification implies that the individual is unable to use the telephone.

(b) Nothing in sections 9 to 14, chapter 290, Oregon Laws 1987, shall require a

telecommunications utility to provide adaptive equipment to any person in violation of ORS 646.730. [1987 c.290 §14; 1989 c.115 §1; 1991 c.872 §7; 1995 c.280 §33; 1999 c.384 §5]

Sec. 15. The program of distribution provided in sections 9 to 14 of this Act is to be phased in over a period ending January 1, 1992. [1987 c.290 §15]

Sec. 16. Chapter 290, Oregon Laws 1987, is repealed January 1, 2010. [1987 c.290 §16; 1991 c.622 §4; 1997 c.481 §1; 2001 c.408 §1]



Appendix U

Copies of Complaint Logs from 2002-2007



Oregon

Theodore R. Kulongoski, Governor

Public Utility Commission

550 Capitol Street NE, Suite 215

Mailing Address: PO Box 2148

Salem, OR 97308-2148

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

June 23, 2003

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Room TW-A325
Washington, DC 20554

RE: Oregon TRS Complaint Logs for June 2002-May 2003

As the TRS administrator for the State of Oregon, I am submitting the TRS complaint logs from June 2002-May 2003. Enclosed with this letter you will find the following:

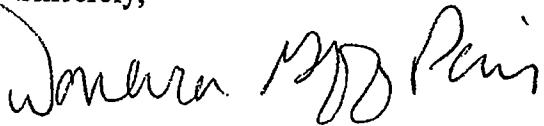
- Letter from Oregon TRS contractor Sprint Relay
- Attachment #1 (complaint logs)
- Attachment #2 (summary log of the complaints)

In addition, I would like to submit that all OTRS complaints and resolutions are directed to the contact listed below:

Damara Paris, RSPF Manager
Oregon Public Utility Commission
550 Capitol Street NE, STE 215
P.O. Box 2148
Salem, Oregon 97308-2148
(503) 373-1413 TTY
(503) 378-6211 Voice
(503) 378-6047 FAX
(800) 648-3458 TTY Toll Free (In state only)
(800) 848-4442 Voice Toll Free (In state only)
damara.paris@state.or.us E-Mail

Please contact me if you have any further questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Damara Goff Paris".

Damara Goff Paris, RSPF Manager
Telecommunication Assistance Programs

cc: Erica Myers, Consumer and Governmental Affairs Bureau
Rick Willis, Executive Director
Vicki McLean, CSD Administrator



RECEIVED

PUC

2003 JUN 18 6:11 PM

1099 18th Street
Denver, CO 80202

June 18, 2003

Damara Goff Paris – Oregon PUC
550 Capitol Street NE
Salem, OR 97310

Dear Damara :

Sprint has provided you the following information to support your filing with the FCC for the State of Oregon :

- Annual Complaint log includes the number of complaints received that allege a violation of federal TRS minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
- Annual Summary includes total outbound calls, total complaints for the reporting period June 2002 - May 2003, and percentage of complaints to total outbound calls information.
- Annual Tally Report will be total complaints by category.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. Please note that your state must file the Complaint and Summary logs (attachments 1 and 2) and a report (attachment #3) that indicates the number of complaints received for Sprint with the FCC by July 1, 2003 to the following address:

Attn: Erica Myers
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room 6-A432
Washington, DC 20554
or by email at emyers@fcc.gov

For your reference, Sprint has included the FCC language requiring this action:

May 19, 2003 Order:

"The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2003, on or before July 1, 2003.

"To assist the Commission in monitoring the service quality of TRS providers, the Commission requires interstate TRS providers and state TRS programs to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards. These logs are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. It further enables states to communicate with one another to learn how other states are resolving complaints.

"Complaint log summaries should include information pertaining to complaints received between June 1, 2002, and May 31, 2003. Complaint log summaries shall include the number of complaints received that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution. The Commission requires that this information be included in the complaint log summary for the purpose of alerting the Commission of possible service quality problems. The complaint log summary must be filed with the Consumer & Governmental Affairs Bureau, Disability Rights Office.

"States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Tuesday, July 1, 2003. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Erica Myers, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 6-A432, Washington, DC 20554 or by email at emyers@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Complaint Log Summary."

"Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Vistronix, Inc., will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-A325, Washington, DC 20554.

"The filings and comments will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. They may also be purchased from the Commission's duplicating contractor, Qualex International, Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554, telephone (202) 863-2893, facsimile (202) 863-2898, or via e-mail qualexint@aol.com. Filings and comments may also be viewed on the Consumer & Governmental Affairs Bureau, Disability Rights Office homepage at <http://www.fcc.gov/cgb/dro>.

"To request materials in accessible formats for people with disabilities (braille, large print, electronic files, auto format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0531 (voice), 202-418-7365 (tty). This Public Notice can also be downloaded in Text and ASCII formats at <http://www.fcc.gov/cgb/dro>.

"For further information regarding this Public Notice, contact Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2429 (voice), (202) 418-0464 (TTY), or e-mail emyers@fcc.gov. "

Sprint will work with the state, as your partner in delivering additional information required of all states and carriers. We are confident that our records and systems will support any additional requirements, should they be ordered by the FCC.

This log period, running June 1, 2002 through May 31, 2003, contains a summary of the total number of complaints received for each type of complaint on a month to month basis and also provides totals for this twelve-month period.

Should you have any questions concerning this summary log, please contact your account manager.

Best Regards,



John Moore
Customer Relations Manager
4256 Hacienda Drive #200
Pleasanton, CA 94588
(925)469-3411 Voice
(925)469-2792 Fax

Best Regards,



Van Scheppach
Sprint Account Manager
1099 18th Street, Suite 1400
Denver, CO 80202
(303)801-3877 TTY
(303)801-3813 Voice
(303)801-3868 Fax

Attachment #1: Complaint Log Summary for Period of June 1, 2002 – May 31, 2003
Attachment #2: Summary of Complaints for Period of June 1, 2002 – May 31, 2003
Attachment #3: Annual Tally Report for Period of June 1, 2002 – May 31, 2003

Attachment #1

This file contains the complaint logs for the state of Oregon for the period of June 2002 to May 2003

June 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4709	06/14/02	20	Customer concerned that agent did not help relay the telephone call and remained silent during most of call. I apologized to customer and said we would sit w/ agent and coach her.	06/20/02	Coached CA then STS supervisor informed me that she updated the customer's database note.
4710	06/14/02	29	Customer concerned that the info he gave to operator before dialing out to a number was not readily available to the operator when needed. The operator had to pause the conversation to retrieve info from the screen. I apologized to the customer and we would improve procedures.	06/17/02	Supervisor investigated. It appears this was a technical problem. Info should have remained on the screen. Unable to replicate the problem for resolution. Two different agents handled the call and neither was aware of technical problem.
1992	06/17/02	21	TTY customer reports CA did not respond to TTY after they left a msg. Customer states she left the message then continued to type to CA. The customer typed "Are you there?" several times and CA did not respond. Customer also requested to know my location. Supervisor thanked customer for her time to report her concern. Assured the caller I would meet w/ CA. Asked if there was another call to place w/ current CA customer declined. Did inform customer that I answered in MN center.	06/17/02	CA follow up - Reviewed this contact with the CA she did remember leaving a message and this call but said she received inbound disconnect on her screen. CA said she knows to always wait for inbound response or disconnect.
3092G	06/17/02	24	VCO customer has problem dialing an 800 number from her phone. Apologized to customer for the problem and told them a trouble ticket would be opened to investigate the problem. Customer did not request a call back. TROUBLE TICKET - 239864	06/18/02	TROUBLE TICKET results - Tech investigated and attempted to call the caller but not able to get hold of her to ask which 800 # she was trying to reach. No luck after 3 attempts. Complaint closed.
12526	06/21/02	21	Customer complained that the agent had a heavy accent. Customer felt their rights were violated because of not being able to decipher the agent's clarity when relaying. Apologized to the customer numerous times however the customer was still very upset. Informed the customer that this incident would be investigated.	06/21/02	Met with agent. Coached agent on the importance of voicing with clarity to ensure messages are received clearly.